



## WATER SERVICE REPRESENTATIVE

Job Code: 4022

EEO Class Code: Service Maintenance

Union Status: GSA

FLSA Code: Exempt

Salary Grade: o509

### NATURE OF WORK

This is responsible technical and supervisory work in the area of water quality control, water service, and servicing the public as a representative of the City.

### ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

- Collects and delivers water samples to lab for bacteriological testing
- Performs tests to determine the amount of chlorine residual in water
- Investigates and resolves water and sewer billing complaints; water quality complaints which may involve flushing customer's lines, flushing mains, and other remedies; and water service complaints of low pressure, no water, and others
- Responds to requests from Utility Billing staff for final meter readings, verification of meter numbers, meter reads, and others
- Turns water meters on/off at request of Utility Billing staff and customers
- Tests meters for accuracy and maintains water meter box installations
- Completes daily activity reports
- Flow tests water hydrants
- Fills in, as needed, as a meter reader and/or a meter technician
- Performs related work as required

### KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of local geography, roadways, and jurisdictional boundaries
- Considerable knowledge of water distribution systems, including, but not limited to, reading, testing, and repairing water meters, appurtenances, and installations; resolving water service complaints; monitoring water quality; and of the appropriate methods and procedures
- Knowledge of all facets of water quality testing and quality controls
- Knowledge of applicable federal, state, and local laws, ordinances, regulations, and guidelines and City and department policies and procedures
- Knowledge of job-related hazards, dangers, and safety standards and procedures
- Knowledge of the appropriate tools, materials, machinery, equipment and considerable skill in their use
- Ability to effectively and efficiently handle and service complaints and investigations concerning water service
- Ability to analyze information from a variety of sources, assess a situation, use sound judgment in drawing valid conclusions, and take appropriate actions in situations which may involve the health and safety of citizens
- Ability to understand, retain, apply, and instruct others in detailed complex and technical written, verbal, and demonstrated procedures, information, and regulations as applied to a variety of functions and situations
- Ability to effectively prioritize duties when dealing simultaneously with numerous functions
- Ability to prepare and maintain accurate, detailed, and comprehensive written, verbal, and computerized records and reports, analyses of statistical data, procedures, and training materials
- Ability to research and verify information and resolve discrepancies
- Ability to maintain effective working relations with other employees, other agencies, and the general public
- Ability to lift heavy objects

## MINIMUM REQUIREMENTS

- Six (6) months' full-time experience in each of the following areas: water meter reading, routine water meter repair, and water quality control (taking water samples)
- Obtain Class "C" Water Distribution Technician Certificate from the Florida Water and Pollution Control Operator's Association within one (1) year of appointment
- Ability to lift heavy objects

## PHYSICAL REQUIREMENTS

- Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact
- Continuous walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, sitting, standing, pushing, and pulling
- Ability to lift heavy objects

## SUPERVISION RECEIVED

- Specific and general assignments are received
- Work is performed according to established procedures, subject to daily review

## SUPERVISION EXERCISED

- Directs, trains, supervises, and evaluates the performance of skilled and unskilled personnel involved in all aspects of reading and maintaining water meters